



DEPARTMENT OF THE ARMY
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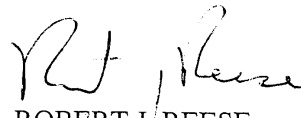
REPLY TO
ATTENTION OF
CSTE-DTC-WS-CG

16 OCT 2003

MEMORANDUM FOR Commanders, Directors, Office Chiefs of Team WSMR

SUBJECT: Policy Letter #1: Commanding General's Open Door Policy

1. I believe an open door into the office of a leader is important to ensure open communication, and I encourage it at every level.
2. You should try to resolve problems and concerns at the lowest level possible. I expect all immediate supervisors to maintain an open line of communication with their employees and leaders with their troops. If you have a problem or concern, you should see your immediate leader/supervisor first. If that person denies you access or you are dissatisfied with the results, consult immediately with the next one in line, up to and including me.
3. For resolving problems you are not willing to discuss with an immediate or higher level supervisor, there are other channels available like the Inspector General, Staff Judge Advocate, Personnel Officer, Equal Employment Opportunity Officer, Chaplain's Office, Army Community Services, and the Alcohol and Drug Control Office.
4. As a general rule, the only matters I cannot discuss are matters that are criminal in nature or under investigation by other agencies, i.e., EEO, IG. If you need to discuss a problem where you are charged or are under investigation for a violation of the UCMJ, I will not be able to see you under my open door policy. Problems of that type need to be referred to the Legal Assistance Branch at the Office of the Staff Judge Advocate or Trial Defense Services at Fort Bliss.
5. My door is open to anyone who wants to see me concerning all matters that are non-criminal in nature. I ask only that you provide the same courtesy to your boss you would want accorded to you if you were in charge – that is, give your boss the opportunity to help you or at least let him/her know you are coming to see me. Before coming to see me, please schedule an appointment with my assistant or aide at 678-1101.
6. Directors and office chiefs will disseminate this policy to all and include it in orientation for newly assigned personnel.


ROBERT J. REESE
Brigadier General, USA
Commanding

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